

10/19/03  
17058 U.S. PATENT & TRADEMARK OFFICE  
MAIL STOP PATENT APPLICATIONS

PATENT

Docket No. BOC9-2003-0029 (398)

PATENT APPLICATION TRANSMITTAL LETTER

MAIL STOP PATENT APPLICATIONS  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

17058 U.S. PATENT & TRADEMARK OFFICE  
10/19/03  
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Transmitted herewith for filing of the patent application of:

Inventor(s): Thomas Creamer, Boca Raton, FL  
Bill H. Hilf, La Habra, CA  
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Victor S. Moore, Boynton Beach, FL

Assignee: International Business Machines Corporation

Assignee  
Address: New Orchard Road  
Armonk, New York

For USING GHOST AGENTS IN AN ENVIRONMENT SUPPORTED BY CUSTOMER SERVICE PROVIDERS

Enclosed are:

- Specification, including the Abstract  
 3 Sheets of drawings (3 sets)  
 Executed Declaration and Power of Attorney  
 Executed Assignment and Recordation Cover Sheet  
 Other: 2 postcards

CLAIMS AS FILED

FOR	NO. FILED	NO. EXTRA
Basic Fee		
Total Claims	- 30 -	- 10 -
Indep Claims	- 4 -	- 1 -
Multiple dependent claim present: No		

If the difference in Col. 1 is less than zero, enter "0" in Col. 2

Small Entity

RATE	FEE
	\$ 375
x \$ 9 =	\$
x \$ 42 =	\$
x \$140 =	\$
TOTAL	\$

Other than a Small Entity

RATE	FEE
	\$ 750
x \$ 18 =	\$ 180
x \$ 84 =	\$ 84
x \$280 =	\$
TOTAL	\$ 1,014

\$ 40

Assignment Recordal Fee

Please charge my Deposit Account No. 50-0951 in the amount of \$ 1,054.00.

A check in the amount of \$        is enclosed.

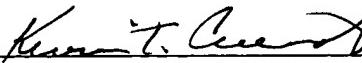
The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0951. A duplicate of this sheet is enclosed.

Any additional filing fees required under 37 C.F.R. 1.16.

Any patent application processing fees under 37 C.F.R. 1.17.

No fee enclosed. No fee is authorized.

9/19/03



Kevin T. Cuenot, Registration No. 46,283

Date

EXPRESS MAIL LABEL NO.: EV 346755774 US